

FIG.1

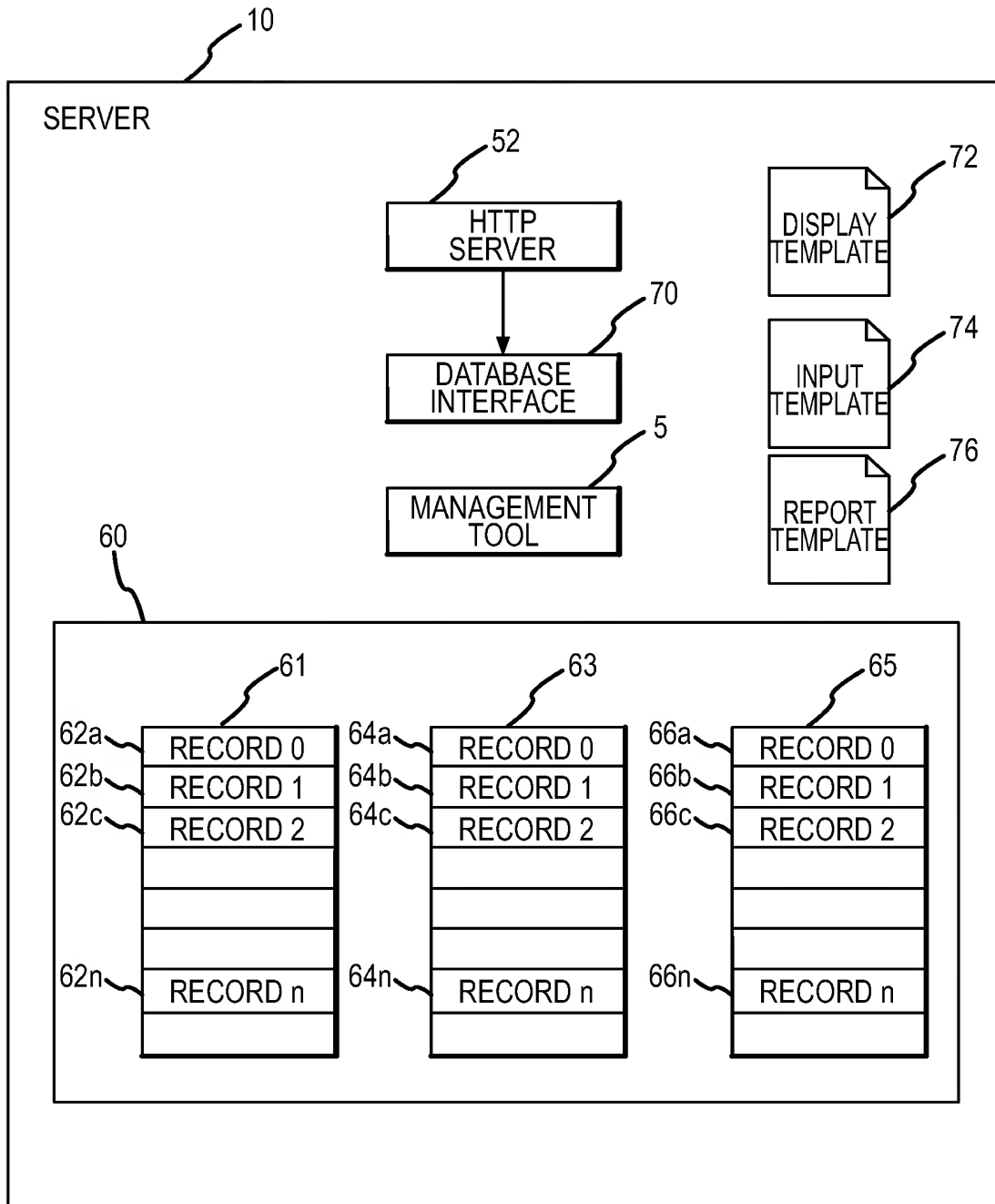
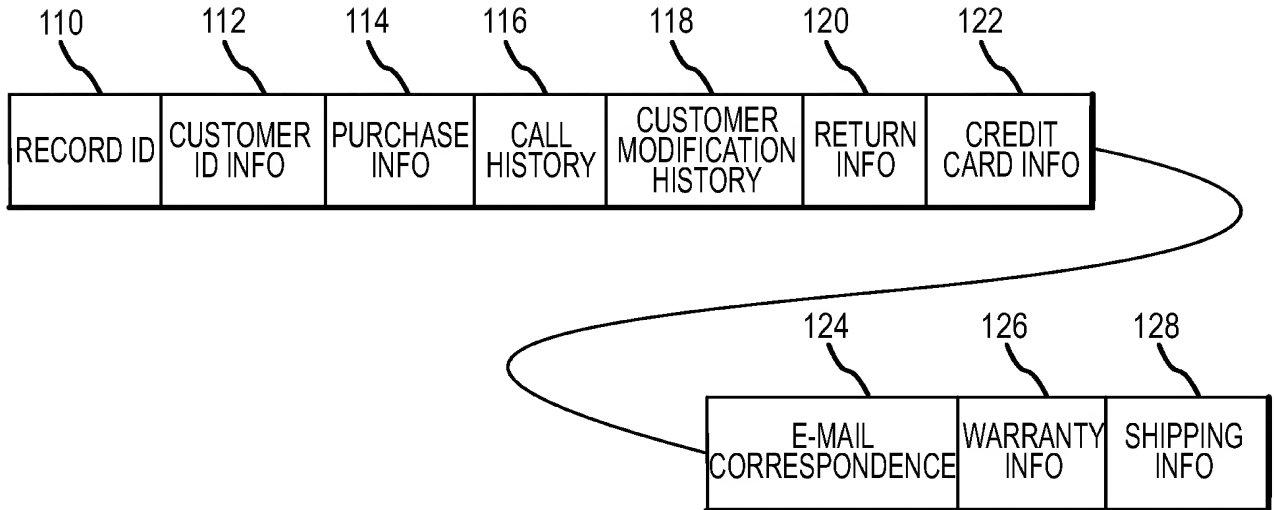
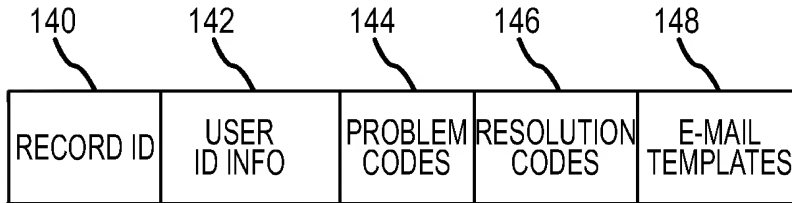


FIG.2

## RECORD 62



## RECORD 64



## RECORD 66

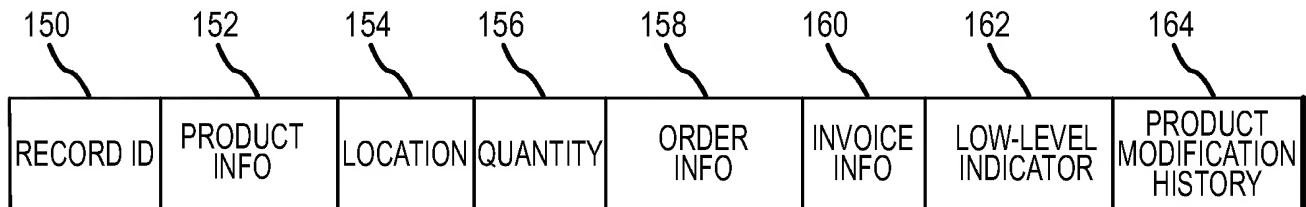


FIG.3

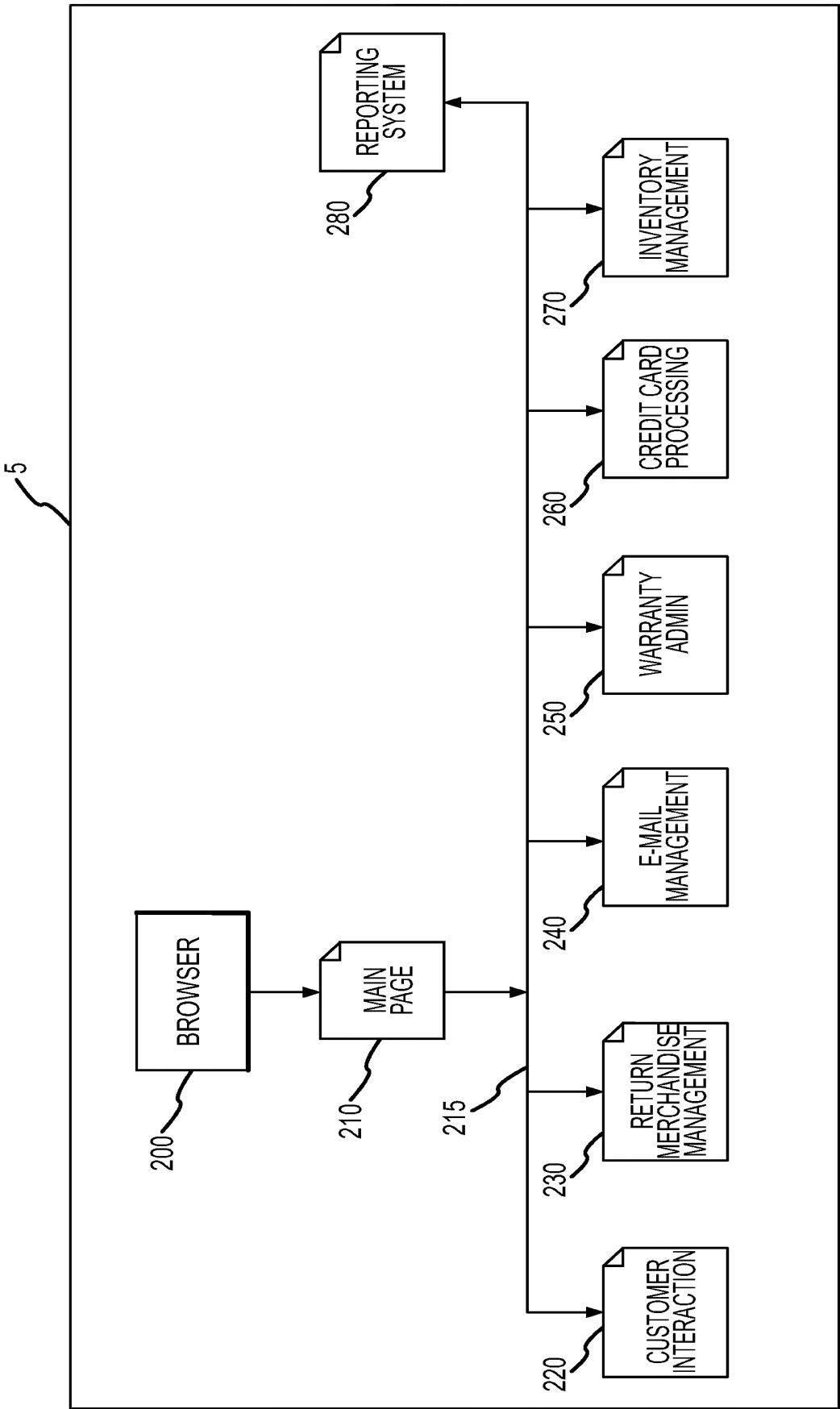
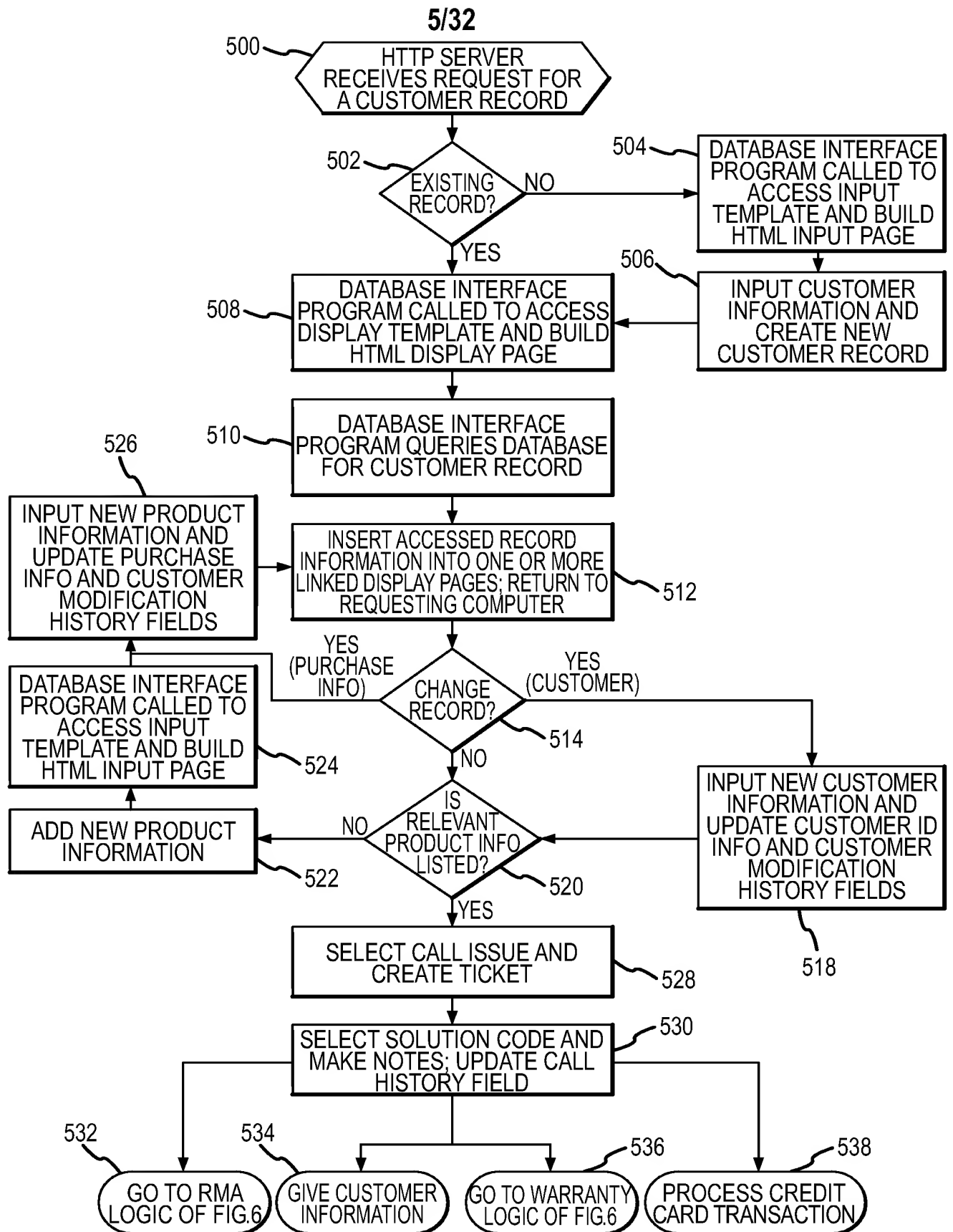


FIG.4



**FIG.5**

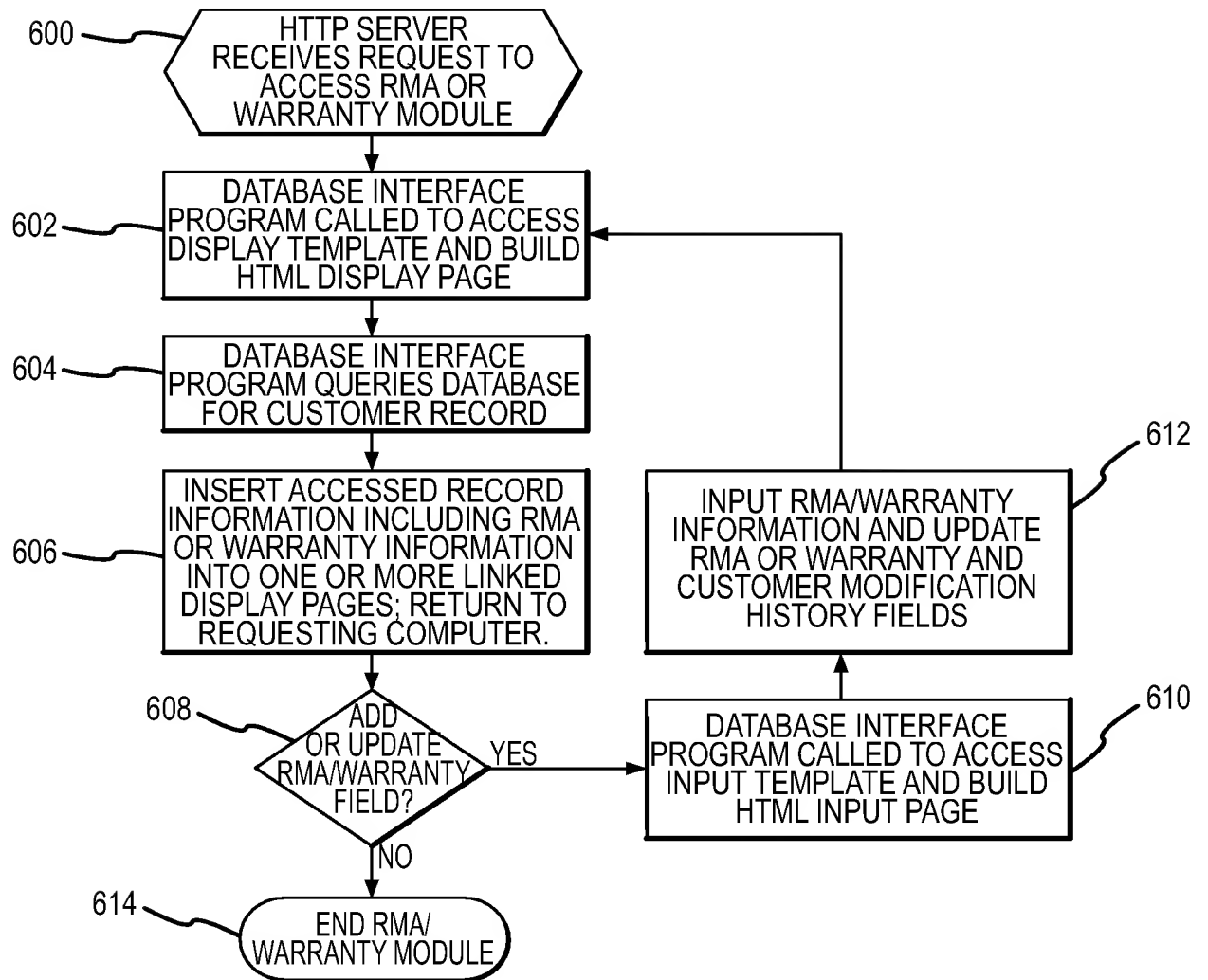


FIG.6

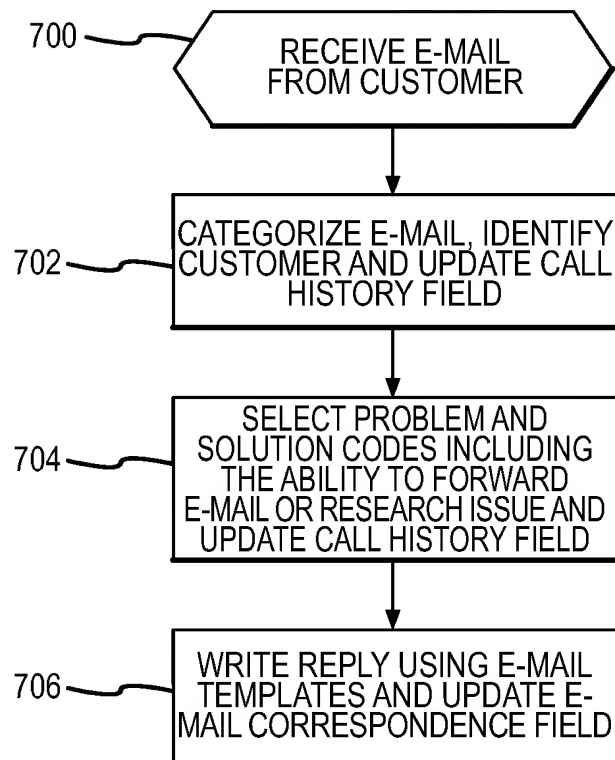


FIG.7

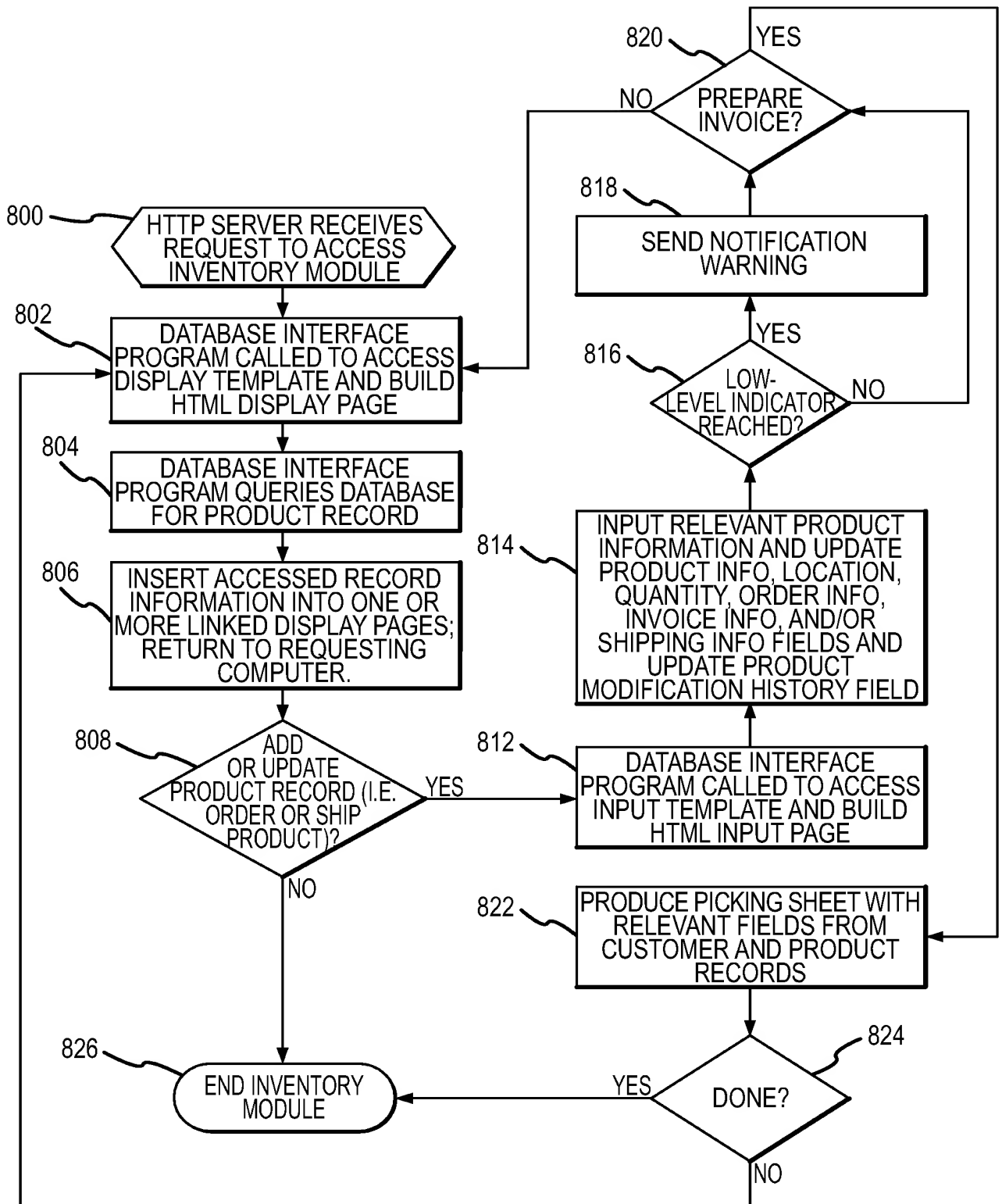


FIG.8



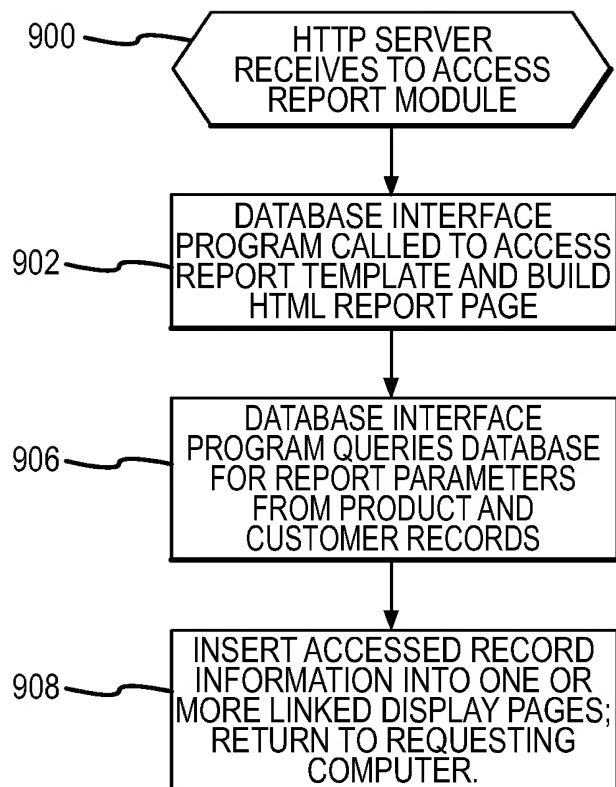


FIG.9

Customer information - Microsoft Internet Explorer provided by ALORICA

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites History Mail Print Edit Real.com

Address http://crm.alorica.com/lemachines/CustForm.asp?customer\_id=166515&Customer\_Product\_Id=175097

Search Add Sykes RMA Rebate Create Ticket Email New Call Help Files Logout

Name: Toni Customer 166515 Product 175097 Part 175097 Warrantly: In Call Out Call 10 RMA 0 EW: Out

Customer ID: 175097 Warrantly: Num: #:

Customer Info | Product Info | ESA Info | Escalation Info | Call History | RMA Info | Part Request Info | Pay For Support Info |

Customer ID: 166515

Customer Product ID: 175097

First Name: Toni

Last Name: Test

Address: 40 Test Drive West

City: Testville

State:

Zip: 12345

Day Phone: 1234567890

Night Phone(Optional): 9191919191

Fax(Optional): 8282828282

Pager(optional): 1818181818

Email(Optional): tttest@testa.com

Company(optional): Testa

Modify

Send mail to  
Customer Record Modification History

Done Internet

FIG.10

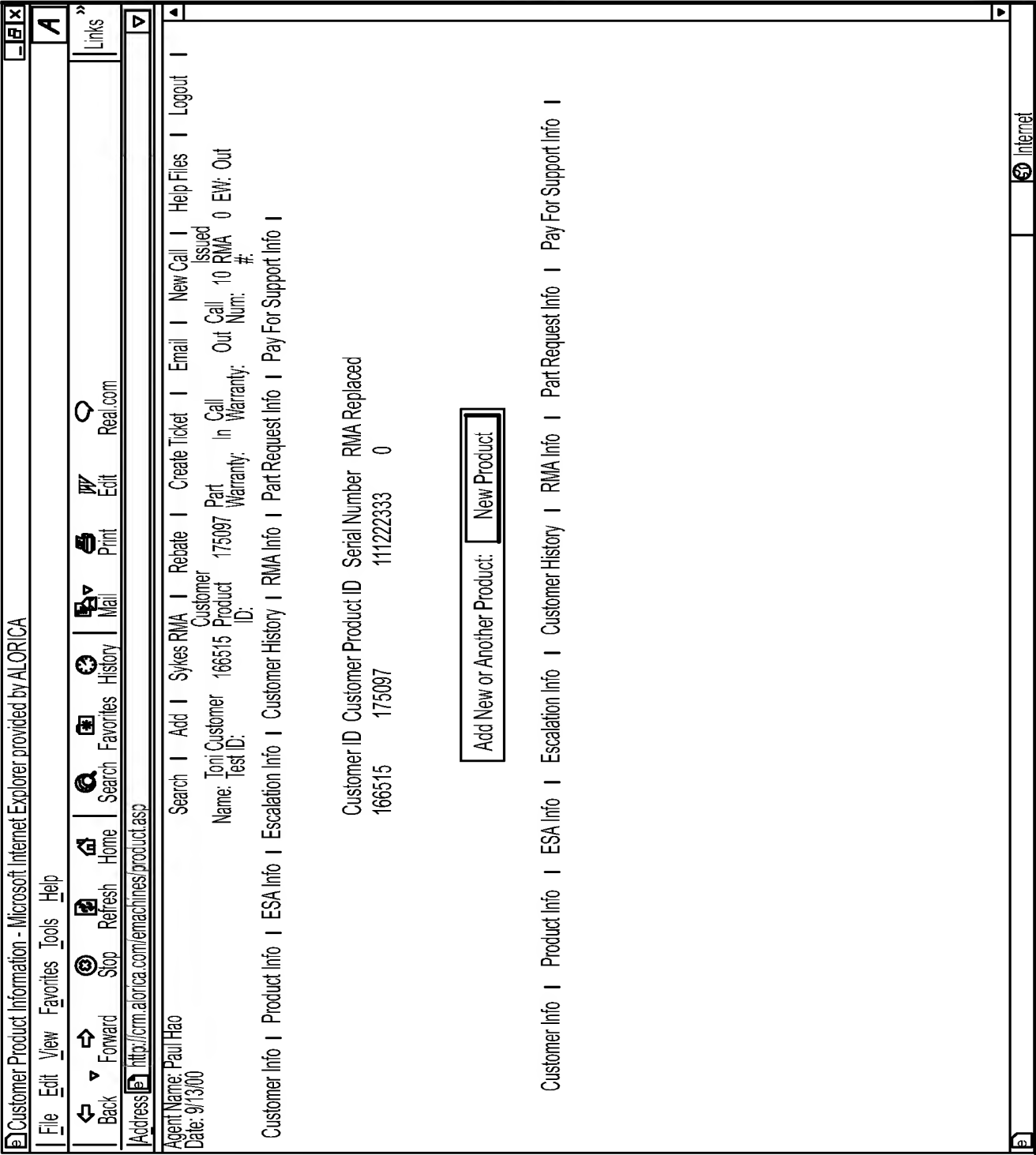


FIG.11A

Customer Product Detail Information - Microsoft Internet Explorer provided by ALORICA

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites History Mail Print Edit Real.com

Address http://crm.alorica.com/emachines/product.asp?customer\_id=166515&customer\_product\_id=175097

Agent Name: Paul Hao  
Date: 9/3/00

Search Add Sykes RMA Rebate Create Ticket Email New Call Help Files Logout

Name: Toni Customer  
Test ID: 166515  
Product ID: 175097

Part In Call  
Warranty: 10  
RMA Num: 0  
EW: Out

Issued

Customer Info Product Info ESA Info Escalation Info Customer History RMA Info Part Request Info Pay For Support Info

Customer ID: 166515  
Customer Product ID: 175097  
Model Number: 400id Change  
Serial Number: 111222333  
Monitor Serial Number:  
Purchase Date: (MM/DD/YYYY) 12/10/1999  
Part Warranty Expiration Date: (MM/DD/YYYY) 12/10/2000  
Purchase Store:  
Manufacturer: Emachines

Modify

Customer Product Record Modification History:  
Agent Name Date Comment Descript

Customer Info Product Info ESA Info Escalation Info Customer History RMA Info Part Request Info Pay For Support Info

Internet

FIG.11B

( Nirve Cat Tracker ) -- Microsoft Internet Explorer

Call Tracking For Customer ID:

Call Time: 1 Min.

Ticket ID: 37

Reason For Contact:

test

Solution:

test

Solution Code:

Add Record

Select A Solution Code

Select A Solution Code

Resolved Inquiry

Processed Sale

Sent Brochure

Reported Complaint

Issued RMA

No Action

(Note) -- Web Page Dialog

## Call Tracking For Customer ID: 3 & Customer Product ID:3

Please select or create a problem ticket.

Ticket Id	Problem Code	Status
9	MODEM	OPEN
18	MODEM	OPEN
551	HDD	OPEN
685	MODEM	OPEN
<b>Total Record: 4</b>		

Problem Code:

MOTHERBOARD ▼  
 HDD  
 CD-ROM  
 SOUND  
 MOTHERBOARD  
 OPERATING SYSTEM  
 OTHER  
 VIDEO  
 INTERNET  
 RESEARCH  
 CUSTOMER SERVICE  
 OTHER ▼

Create Ticket

<http://crm.alorica.com/pbcCanada/NewTicket.asp>
 Internet

FIG.12

Helix<sup>TM</sup> Copyright© 2000 Alorica, Inc.

RMA Information - Microsoft Internet Explorer provided by ALORICA

FileEditViewFavoritesToolsHelp

BackForwardStopRefreshHomeSearchFavoritesHistoryMailPrintEdit

Links

http://crm.alorica.com/emachines/RMA.asp

Agent Name: Paul Hao  
Date: 7/11/00

SearchAddSykes RMARebateCreate TicketEmailNew CallHelp FilesLogout

Name: Toni Customer  
Test ID: 166515  
Product ID: 175097  
Part In Call Issued  
Warranty: 9 RMA 1 EW: Out  
Num: #:

Customer InfoProduct InfoESA InfoCustomer HistoryRMA InfoPart Request InfoPay For Support Info

RMA Record For Customer ID: 166515 & Customer Product ID: 175097

Please select a RMA record RMA history record.

RMA No	Issue Date	Shipped Date	Received
EM050023121	05/22/00		
Total Record = 1			

Customer InfoProduct InfoESA InfoCustomer HistoryRMA InfoPart Request InfoPay For Support Info

Internet

FIG.14A

RMA Detail Information - Microsoft Internet Explorer provided by ALORICA

FileEditViewFavoritesToolsHelp

BackForwardStopRefreshHomeSearchFavoritesHistoryMailPrintEdit

Links

http://crm.alorica.com/machines/RMA\_Info.asp?RMAID=EM050022121

Agent Name: Paul Hao  
Date: 7/1/00

Search | Add | Create Ticket | Email | New Call | Help Files | Logout |

Customer Name: Toni Customer  
Test ID: 166515

Product ID: 175097

Part Warranty: In Call In Warranty: In Call Num: 10  
EW: Out Rma: Num of Issue

Customer Info | Product Info | ESA Info | Customer History | RMA Info | Part Request Info | Pay For Support Info |

RMA Record For Customer ID: 166515 & Customer Product ID: 175097  
RMA Status Result

RMA Date: May 22 2000

RMA Number: EM050022121

RMA Agent: Paul Hao

First Name: Toni

Last Name: Test

Address1: 40 Test Drive West

Address2:

Address3:

City: Testville

State: Testonia

Zip Code: 12345

Country: US

Contact:

Phone: 1234567890

Alternate Phone: 9191919191

E-mail: tttest@testa.com

Alt E-mail:

Model Name: 400id

Serial Number: 111222333

Warranty (1:In 0:Out) 1

Purchase Date:

DoneInternet

16/32

FIG.14B



Alorica, Inc.: Extended Warranty On-Site Service Support System - Microsoft Internet Explorer provided by ALORICA

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites History Mail Print Edit

Address http://care.alorica.com/extendwarrantyframeset.cfm?page\_name=customer\_info.cfm&customerid=11867&requesttimeout=1200&ORD=42580F1OKEN=7139366 Links

Alorica, Inc.: Extended Warranty On-Site Service Support System

Back Forward

Search

Customer Information

Intended Warranty

Service History

Case Status

Service Center

User Admin

Operation Reports

Log Out

Customer Information

First Name: paul

Late Name: hao

Address: test

test

test

City, State Zip: Diamond Bar CA 91765

Phones: Day 9096102511

Evening

Fax

Email: paul@alorica.com

Company: Alorica

Edit Customer

Product Information

Model	Serial No	Monitor Serial No	Extended Warranty No	Purchase Date	Purchase From	Status
	810001	test	810001	11/11/1999		Approved

Edit

FIG.15A

Alorica, Inc.: Extended Warranty On-Site Service Support System - Microsoft Internet Explorer provided by ALORICA

FileEditViewFavoritesToolsHelp

BackForwardStopRefreshHomeSearchFavoritesHistoryMailPrintEdit

Addresshttp://care.alorica.com/extwar/frameset.cfm?page=name-customer\_info.cfm

Links

Service Center

User Admin

Operation Reports

Log Out

Phones:

Day9096102511

Evening

Fax

Email:paul@alorica.com

Company:Alorica

Edit Customer

Product Information

Model	Serial No	Monitor Serial No	Extended Warranty No	Purchase Date	Purchase From	Status
	810001	test	810001	11/11/1999		Approved

Edit

Record History

Agent	Date	Description	Comments
# cward	2000-04-12 13:02:57	Update Customer Record	ttt
# cward	2000-01-31 15:14:47	Update Customer Record	descr
# cward	2000-01-31 17:08:41	Update Customer Record	test
# cward	1999-10-27 15:36:24	Update Customer Record	Update info
# cward	2000-04-28 18:28:17	Update Customer Record	cc
# cward	2000-04-28 18:28:30	Update Customer Record	cc
# cward	2000-01-31 10:13:33	Update Customer Record	dsf
sup	1999-12-07 12:40:17	Update Customer Record	test
sup	2000-01-24 17:38:14	test	Modify

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Internet

EMachines Support System - Microsoft Internet Explorer Provided by ALORICA

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites History Mail Print Edit

Links

Address http://rma.alorica.com/emachines/frameset.cfm

EMachines Support System

Logged In As Paul Hao

Log Out

Mass Receiving

Mass Entry Receiving

Receiving

Print Traveler

RMA Shipping

RMA Shipping

Operation Reports

Agent Function Search

Receiving Report

Repair Stage Report

O/C Discrepancy Report

Inspection Code Report

Inspection Summary Report

IGA Report

Call Center Report

EPR Shipping Report

User Administration

Downloads

Receiving Report

RMA Number	RMA Date	Receive Date	Receive Agent	Receive Shipper	Model No	Part No
Received RMA						
EM060008135	6/8/2000	7/7/2000			eMonster 550	
EM060008186	6/8/2000	7/7/2000			366i	
EM060010123	6/10/2000	7/7/2000			366c	
EM060010134	6/10/2000	7/7/2000			366i2	
EM060011131	6/11/2000	7/7/2000			366i2	
EM060012128	6/12/2000	7/7/2000			433i	
EM060012190	6/12/2000	7/7/2000			eMonster 500	
EM060013133	6/13/2000	7/7/2000			366c	
EM060013176	6/13/2000	7/7/2000			400i3	
EM060013228	6/13/2000	7/7/2000			333cs	
EM060013231	6/13/2000	7/7/2000			500i	
EM060014062	6/14/2000	7/7/2000			400i	
EM060014087	6/14/2000	7/7/2000			366c	
EM060014097	6/14/2000	7/7/2000			400i3	
EM060015095	6/15/2000	7/7/2000			466id	
EM060015098	6/15/2000	7/7/2000			366i	
EM060015122	6/15/2000	7/7/2000			366i2	
EM050024097	5/24/2000	7/7/2000			400id	
EM050024184	5/24/2000	7/7/2000			400i	
EM050026294	5/26/2000	7/7/2000			466is	

FIG.16

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites History Mail Print Edit

Address http://help.e4me.com/LoginVerify.asp

Links

User Name: Chuel Treng

Mail Queues: MOTHERBOARD

Date: 12/2/99

Total Number of Mails: 22

MOTHERBOARD Queue: 0

(Set Re:)  
(Add Reports)  
(Set Reply)  
(Report)  
(Search)

Received Date: 12/2/99 6:09:14 PM

Problem Code: MOTHERBOARD

Case ID: 12082

Agent Email: chuei@alorica.com

Customer Email: James.Andolfo@matrox.com

Model Number: 333cs

After working fine since purchase, unit suddenly does not respond to green start button at front of tower. Surge protector has been checked and is fully functional, as are all peripherals connect to surge protector. Since unit is "dead", my mother has no internet access and I'm putting this support request in. Please respond ASAP to me at my work e-mail account at Matrox Graphics Inc. (James.Andolfo@matrox.com)

Agent Selected Problem Code: 3RD Party

Your Response:

12/2/99  
Irma Weathers  
6921 Lake Park Cir N  
Davie, FL 33328

Re: Email ID 12062

Template Category:

Select a category

Select a category

3RD Party

Accessories

CD-ROM

Commendation

CPU

Credit

Customer Service

Extended Warranty

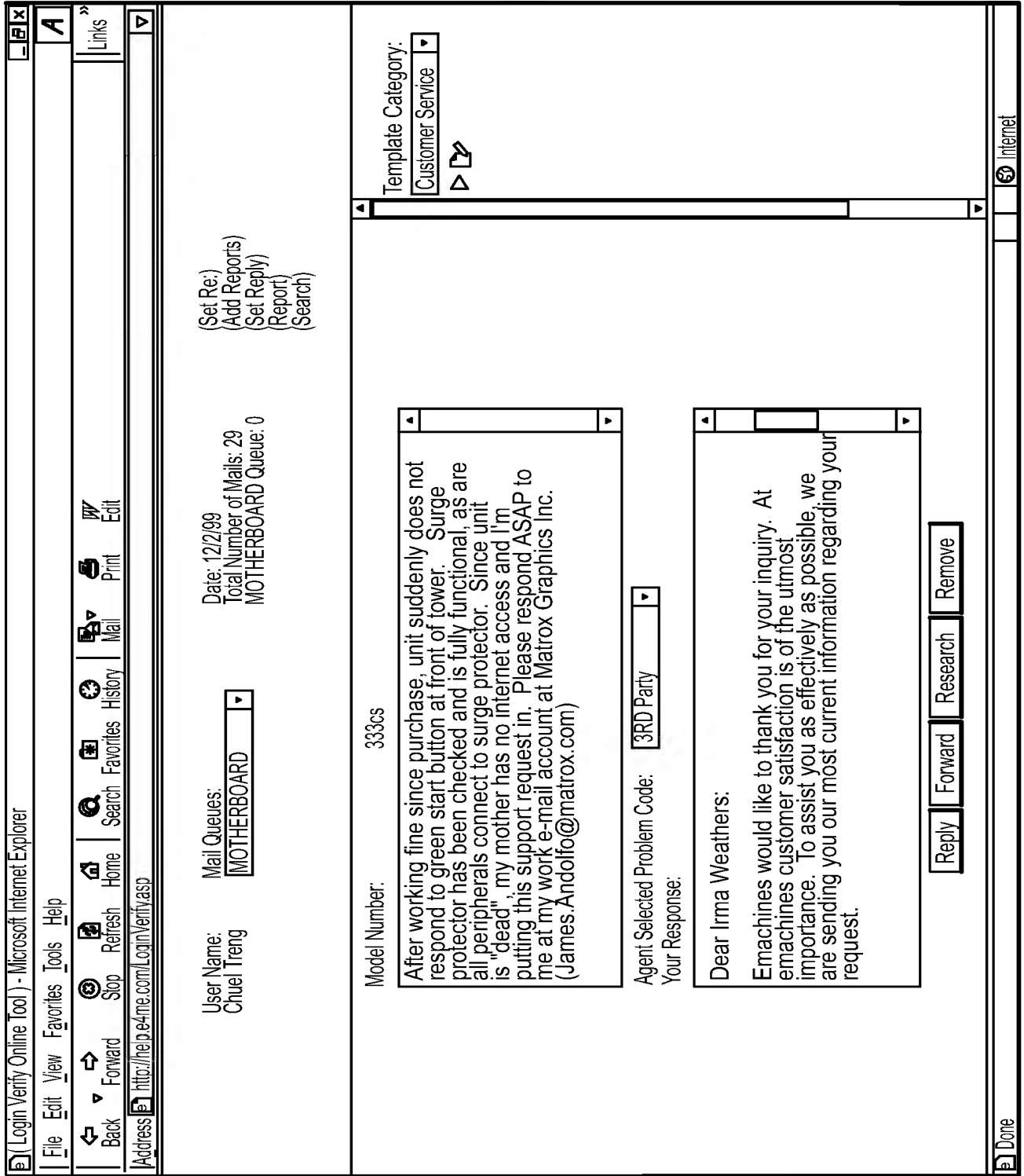
Floppy Drive

Hard Drive

Opening page http://help.e4me.com/top.asp?QueueName=MDTHEABOARDIFNAME=ClientNAME=Isenc&ID=8

Internet

FIG.17A



**FIG. 17B**

Product View ) - Microsoft Internet Explorer provided by ALORICA

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites History Mail Print Edit

Links

Address http://

Paul Hao  
7/12/00  
Access Level: 1

Inv P.O. | Inventory | Add Product | Inventory | Settings | Agents | Product Strch | Customer Strch | Report | Logout |

Compatible Model | Product | Inventory Records |

Product Id: 938

Category: PDA

Subcategory:

Second Category:

Part No.:

Model Type:

SKU:

Size: 1

Quantities On Hand: 11

Ordered Quantities: 0

Low Qty Alert: 3

Quantity On Order: 0

Location Code:

Model Information:

Monitoring Test

Done Internet

FIG.18A

Product View - Microsoft Internet Explorer provided by ALORICA

FileEditViewFavoritesToolsHelp

BackForwardStopRefreshHomeSearchFavoritesHistoryMailPrintEdit

Links

Addresshttp://

Low Qty Alert:  
Quantity On Order"  
Location Code:  
  
Model Information:  
  
Marketing Text:  
  
Small Image Name:  
Large Image Name:  
Price (\$):  
Cost (\$):  
Weight (in LB):  
Discontinued:  
Source Promotion:  
Video on Main Page:  
If unavailable will restock:  
Will show on public websites:

1  
0  

No

Yes

Yes

Yes

Yes

Modify

Done

Internet

FIG.18B

Product View - Microsoft Internet Explorer provided by ALORICA

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites History Mail Print Edit

Links

Address http://

Weight (in LB):

Discontinued:

No

Source Promotion:

Yes

Video on Main Page:

Yes

If unavailable will restock:

Yes

Will show on public websites:

Yes

Modify

Stores For Product ID:338

Store Name Remove

Add Store

Product Record Modification History For Product ID: 338

Agent Name	Date	Note	Action
James Chung	4/11/00 4:01:20 PM	price	Modify
James Chung	4/11/00 4:30:21 PM	price	Modify
James Chung	2/16/00 2:49:34 PM	price	Modify
James Chung	2/4/00 3:01:02 PM	changes	Modify
James Chung	2/4/00 2:00:00 PM	page	Add

Product Info Compatible Model Inventory Records Inventory P.O. Add Product Mail Settings Agents

Done Internet

FIG.18C



Product Main ) - Microsoft Internet Explorer provided by ALORICA

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home

Search Favorites History

Mail Print Edit

Links

Address http://www.lachijungle.com/jpnaciacmini/inventory.asp

Paul Hao  
7/12/00  
Access Level: 1

Inv P.O. Inventory Add Product Settings Agents Product Srch Customer Srch Report Logout

SKU:	Model Type:	Location	Quantity On Hand
010-00001	PRINTER HP694C		0
011047-01	MON 3070A 17		22
011106	Newly Manufactured NEC 15		72
011144	MON 2160 15	A3U/A4U/A1	81
011146	MON 3070A 17		78
030013	SC WD1004A-27X		0
030036	CNTRLR CT1600 SB PRO 11		0
030037	SC NX PRO (PCT) 8 BIT		0
030039	SC BXII AUDIO CONTROLLER		0
030040	SC SG NX PRO 16BIT		0
030041	SC SG PRO 16 MOZART		0
030043	CNTRLR 2nd SERIAL PORT		1
030057	VB PWB-1841-1 SPECTRIA		0
030059	VB PWB-1841-3 SPECTRIA		0
030069	SC SOUND-16ASRS W/O AMP		0
030082	SC 14.4AMSP. REV.A	D25U/D2U	992
030101	SC 288SP SND2 10K OHM		124

Done

Internet

FIG.19A

Product Main ) - Microsoft Internet Explorer provided by ALORICA

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites History Mail Print Edit

Address http://www.lachjungle.com/bbnacladmin/Purchase.asp

Paul Hao  
7/12/00  
Access Level: 1

Inv P.O. | Add Product | Settings | Agents | Product Srch | Customer Srch | Report | Logout

Product Info | Compatible Model | Inventory Records |

Vendor:

Order Number:

Order Date (mm/dd/yy):

Available Date:

SKU:

Quantity:

Unit Cost (\$):

Note:

Add

Inventory Purchase Orders For PO:

Id	Order Number	SKU	Order Date	Qty	Unit Cost	Vendor	Available Date	Note	Delete
Total Records On This PO: 0									

Product info | Compatible Model | Inventory Records | Inventory P.O. | Add Product | Mail Settings | Agents |

DoneInternet

FIG.19B

Product Main ) - Microsoft Internet Explorer provided by ALORICA

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites History Mail Print Edit

Links

http://www.lachjungle.com/jbmrac/admin/InvoiceRec.asp

Paul Hao7/12/00Access Level: 1

Inv P.O. | Inventory | Add Product | Settings | Agents | Product Srch | Customer Srch | Report | Logout

Customer Info Invoice Orders RMA Create Picking Sheet

Invoice ID: 9 eMachines  
Invoice Date: 12/28/99 12:21:09 PM  
Status: SHIPPING\_NOTIFIED

Ship To Address:  
First Name: test  
Last Name: test  
Address: test  
City: test  
State: CA  
Country: USA  
Zip: 91748  
Day Phone: 1112223333  
Eve Phone: 3332221111  
Zip:   
Shipping Method: FedEx2day Select

Credit Card Information:  
Credit Card Type: MasterCard  
Credit Card Number:   
Done

internet

FIG.20A

Product Main ) - Microsoft Internet Explorer provided by ALORICA

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites History Mail Print Edit

Address http://www.lachungle.com/bonadacmini/PickingSheet.asp?invoice\_id=64807010 Invoice Id=1393

Links

eMachines

Agent Name: Paul Hao

Ship to: test test  
est  
test.CAD1740  
Tel(D): (111) 2223333  
Tel(E): (333) 2221111  
Email: paul@alorica.com

Date: 12/26/00 12:21:00 PM

Phone: (111) 2223333

Customer ID:

65533

Invoice ID: 1393

Part No	Location	SKU	Model	City	Ship	Shipped	B/O Available Date	Tracking No.	Method	Unit Price	Sub Total
---------	----------	-----	-------	------	------	---------	--------------------	--------------	--------	------------	-----------

No Order Items!

Credit Card type	Credit Card No	Expiration Date	Pre-Authorization Order No	Pre-Authorization Reference No	Pre-Authorization Return Code	Status
Master Card	4111111111111111	01/00		9464054738881061365531		SHIPPING_NOTIFIED

Comment: This is a test

Done

Internet

FIG.20B

Product Main - Microsoft Internet Explorer provided by ALORICA																
File Edit View Favorites Tools Help																
Back Forward Stop Refresh Home Search Favorites History Mail Print Edit																
Address http://www.lachunglee.com/obnac/admin/OrderList.asp																
Order List From: 7/12/00 To: 7/12/00 FOR Store: eMachines																
Order ID	Invoice ID	Customer ID	Product ID	SKU	Part No	Order Date	Status	Order Qty	Shipped Qty	Unit Price	Sub Total	Ship By	B/O Available Date	Product Category	Product Name	Mo
1B295 16486	13929	584	1438	584	584	7/12/00 1:02:28 AM	SHIPPED	1	1	\$0.00	\$0.00	Two Day		Restore CDs	eMachines Re	
1B298 16489	13932	560	1403	560	560	7/12/00 6:16:55 AM	SHIPPED	1	1	\$54.95	\$54.95	Two Day		Desktop Parts	eMachines Po Su	
1B299 16490	13933	560	1403	560	560	7/12/00 6:56:08 AM	SHIPPED	1	1	\$54.95	\$54.95	Two Day		Desktop Parts	eMachines Po Su	
1B300 16491	13934	560	1403	560	560	7/12/00 6:53:24 AM	SHIPPED	1	1	\$54.95	\$54.95	Two Day		Desktop Parts	eMachines Po Su	
1B303 16494	13937	560	1403	560	560	7/12/00 7:04:23 AM	SHIPPED	1	1	\$54.95	\$54.95	Two Day		Desktop Parts	eMachines Po Su	
1B304 16495	13938	560	1403	560	560	7/12/00 7:04:58 AM	SHIPPED	1	1	\$54.95	\$54.95	Next Day		Desktop Parts	eMachines Po Su	
1B305 16496	13939	582	1436	582	582	7/12/00 7:06:11 AM	PRODUCT READY	1	0	\$0.00	\$0.00	Two Day		Restore CDs	eMachines Po Su	
1B307 16498	13941	560	1403	560	560	7/12/00 7:18:06 AM	SHIPPED	1	1	\$54.95	\$54.95	Two Day		Desktop Parts	eMachines Po Su	
1B308 16499	13942	560	1403	560	560	7/12/00 7:19:15 AM	SHIPPED	1	1	\$54.95	\$54.95	Next Day		Desktop Parts	eMachines Po Su	
Done Internet																

EMachines Support System - Microsoft Internet Explorer Provided by ALORICA

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites History Mail Print Edit

Address: http://rma.alorica.com/emachinesframeset.cfm

Links

Logged In As Paul Hao

Log Out

### EMachines Support System

#### RMA Defect Parts Inventory

SKU	Category	Manufacturer	Description	Price	Quantities	Weight	Location	Edit
559	Floppy Drive	eMachines	eFOD Samsung SFD-321B	1	1.10	A12	Edit	
525	Heat Sinks	eMachines	eFan Orient MMX/AMD-K6	0			Edit	
526	Heat Sinks	eMachines	eFan AAVID MMX/AMD-K6/III	1			Edit	
527	Heat Sinks	eMachines	eFan AAVID MII(w/o PAD)	0			Edit	
528	Heat Sinks	eMachines	eFan AAVID Intel PIII SECC2	0			Edit	
529	Heat Sinks	eMachines	eFan Dusing Celeron SEPP (w/o Clip)	0			Edit	
530	Heat Sinks	eMachines	eFan Dusing Celeron SEPP Clip	1			Edit	
531	Heat Sinks	eMachines	eFan AAVID Celeron FCPGA	1			Edit	
532	Heat Sinks	eMachines	eFan Foxconn Intel FCPGA	0			Edit	
AL002	KDS Products	KDS	eOne mouse	0			Edit	
AL003	KDS Products	KDS	eOne Keyboard	1			Edit	
AL004	KDS Products	KDS	eOne power cord	1			Edit	
566	Keyboards	eMachines	eKB Chicony 2971-Standard	0			Edit	
567	Keyboards	eMachines	eKB Chicony 5001-Standard	2			Edit	
568	Keyboards	eMachines	eKB BTC 5000A/5-Key/Internet)	7			Edit	
569	Keyboards	eMachines	eKB BTC 5190(19-Key/ekeys)	3			Edit	
232	Modems	eMachines	eModem Rockwell MW560C1	74			Edit	
414	Modems	eMachines	eModem Lucent MM9250	159			Edit	
571	Mouse	eMachines	eMouse Logitech M-SA551	6			Edit	
AL001	Power Cord	eMachines	eTower / eView card	0			Edit	

Done

Internet

Usaid RMA

Part Request

State Case

CC Process

CC Charge Report

Fulfillment

Receiving

Parts Request

FulfillmentFrame

FulfillmentFrame2

CC FulfillmentFrame2

StatusFrame2

ReceivingFrame2

Warehouse

RMA Facts

RMA Defective Facts

Administration

User Administration

Flag User

FIG.21B

Alorica Clients - Microsoft Internet Explorer provided by ALORICA

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites History Mail Print Edit Real.com

Address: http://clients.alorica.com/frameset.cfm

Alorica Client

Client: emachines

Group:

Date: 9/12/2000

☐ Log Out ☐ Add ACD ☐ Get Group ☐ Add Group ☐ Clients/Users ☐ Reports ☐ Admin.

eMachines RMA report 9/13/00

SKU	Description	Weekly Usage	4 Weekly Ave.	Current Inventory	Ordered	On Order 1	Arrival Data 1	On Order 2	Arrival Data 2	On Order 3	Arrival Data 3	On Order 4	Arrival Data 4	Projected Inventory End Week 1	Projected Inventory End Week 2	Projected Inventory End Week 3	Projected Inventory End Week 4	P
002	eLaves 200	0	0	0	0	0	N/A	0	N/A	0	N/A	0	N/A	0	0	0	0	0
004	eView 15	0	0	0	471	0	N/A	0	N/A	0	N/A	0	N/A	0	0	0	0	0
005	eView 17	164	248.25	135	373	480	9/5/00	0	N/A	0	N/A	0	N/A	45.75	101.5	249.75	390	0
038	eView 15s	0	0	10	739	0	N/A	0	N/A	0	N/A	0	N/A	10	10	10	10	1
221	eOne 432	0	0	0	956	0	N/A	0	N/A	0	N/A	0	N/A	10	0	0	0	0
232	eModem Rockwell MW5602C	1193	369.5	3491	2876	0	N/A	0	N/A	0	N/A	0	N/A	3121.5	2752	2382.5	2013	10
329	eLower RMA	0	0	39	0	0	N/A	0	N/A	0	N/A	0	N/A	39	39	39	39	3
325	eLower RMA	0	0	4	0	0	N/A	0	N/A	0	N/A	0	N/A	4	4	4	4	4
327	eLower 300s - RMA	0	0	65	0	0	N/A	0	N/A	0	N/A	0	N/A	65	65	45	65	6
329	eLower 300 - RMA	0	0	166	0	0	N/A	0	N/A	0	N/A	0	N/A	166	166	166	166	1
331	eLower 333s - RMA	0	0	0	0	0	N/A	0	N/A	0	N/A	0	N/A	0	0	0	0	0
333	eLower 333 - RMA	0	0	5	0	0	N/A	0	N/A	0	N/A	0	N/A	5	5	5	5	5
335	eLower 333p RMA	0	0	46	0	0	N/A	0	N/A	0	N/A	0	N/A	362	362	362	362	3
337	eLower 333r - RMA	0	0	399	0	0	N/A	0	N/A	0	N/A	0	N/A	399	399	399	399	3
339	eLower 366 - RMA	0	0	9	0	0	N/A	0	N/A	0	N/A	0	N/A	9	9	9	9	9
341	eLower 333cs - RMA	0	0	155	0	0	N/A	0	N/A	0	N/A	0	N/A	155	155	155	155	1
344	eLower 366c - RMA	0	0	314	0	0	N/A	0	N/A	0	N/A	0	N/A	314	314	155	314	3
346	eLower 300p - RMA	0	0	117	0	0	N/A	0	N/A	0	N/A	0	N/A	117	117	117	117	1
348	eLower	0	0	23	0	0	N/A	0	N/A	0	N/A	0	N/A	23	23	23	23	2

Done

Internet

**Done**